

## Chapter Membership Functions

1. Maintain a list of active members (dues paid) for the chapter based on the monthly reports generated by the CNPS state office. This involves adding new members, renewing members, making address/contact changes, and removing lapsed members. The current full list of chapter members out to 15 months (90 days lapsed) is available from the state office around the 15<sup>th</sup> of each month.

Note: To protect the privacy of CNPS members, use of these chapter rosters should be limited to CNPS affairs and password protected when sent via email. *CNPS avoids trading membership lists except under special circumstances. Please contact the state office you have any questions.*

2. Maintain mailing list for chapter newsletters. Note that your chapter may mail to a wider group than chapter membership. For example, some chapters include local politicians and media on their newsletter lists. If your chapter sends an electronic version of the newsletter to some members and paper copies to others, keep this information on file and compare it to the newsletter preference column in the monthly rosters generated by the state office.
3. Send a current chapter newsletter and a welcome letter to new members welcoming them to the chapter. In lieu of a letter, a personal phone call may be more effective as an acknowledgement that they just joined an approachable, friendly local group and also may give you an opportunity to fill open volunteer positions. Let them know of key chapter contacts and upcoming meetings/events or where this information is available on the chapter website for reference.
4. Promptly notify the state office of any corrections or problems with membership records. All CNPS members are encouraged to sign up for a profile on the CNPS Support Page (<http://support.cnps.org>) where they can submit address, phone, and email changes, as well as indicate their preference for how they would like to receive communications from CNPS. Try to direct members here to update their contact information and newsletter preferences.
5. Contact lapsed members to learn their reasons for not renewing and prompt them to rejoin CNPS. Personal phone calls work best in this regard, but a personalized email message can also be sent. (See examples of a phone script or lapsed member email at [www.cnps.org/cnps/admin/pdf/chap\\_membership\\_ideas\\_handbook.pdf](http://www.cnps.org/cnps/admin/pdf/chap_membership_ideas_handbook.pdf).) The membership chair should see that chapter newsletters are discontinued for people who are over 90 days lapsed in membership.
6. At chapter events, be sure to use the most recent membership brochures for new and renewing member sign-ups. Make sure that the member's writing is legible (if you cannot read it while the member is standing there, the state office will not be able to read it in order to input the data later), and that all required fields are completed. If the chapter is forwarding a bundle of membership brochures to the state office, be sure that the check and currency amounts are equal to the sum total of membership dues to be submitted. Please be sure to send membership applications and payments to the state office as soon as possible so that new members may receive a new member packet and begin to receive CNPS publications.